

SIX FLAGS NEW ENGLAND	
SUBJECT: MEDICAL SERVICES	EMERGENCY RESPONSE PROCEDURES
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EFFECTIVE: JANUARY 2015	SUPERSEDES: JANUARY 2014

## **MEDICAL SERVICES**

### **PURPOSE**

The purpose of this chapter is to establish guidelines regarding the communication and response to illness and/or injuries at Six Flags New England.

### **DEFINED:**

An incident is an injury or illness for which any one of the following conditions exist:

- Requires medical treatment in addition to that provided by First Aid
- Has the potential of requiring medical treatment outside of First Aid.
- If there is anticipation of any legal action related to the injury or illness.
- If an insurance claim is likely or anticipated.
- An equipment failure/improper operations may have caused injury.

### **IN PARK FIRST AID COMMUNICATIONS INSTRUCTIONS:**

- I. The intent of standardizing definitions for Medical Services documentation is to make in park reporting and comparing accurate. It is the responsibility of the Safety/Security Manager to make sure the guidelines are followed.
  
- II. An incident is an injury or illness for which any one of the following conditions exist:
  - \* Requires additional medical treatment in addition to that provided by Medical Services
  - \* Has the potential of requiring medical treatment outside of Medical Services.
  - \* If there is anticipation of any legal action related to the injury or illness.
  - \* If an insurance claim is likely or anticipated.
  - \* If there is any doubt as to the extent of the injury or illness.
  - \* An equipment failure/improper operations may have caused injury.
  
- III. If an injured or sick person is reported and an EMT may be required, complete the following steps:
  - \* Dispatch the nearest security officer to the scene.
  - \* If the reported injury/illness is possible fracture, seizure, or involves multiple injuries, directly call Operations Base – **DIAL “3200”**.

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- \* The following radio ten codes will be used by Medical Services and Security in response to a SIGNAL 21

**SIGNAL 21 A:** Medical Services required  
**SIGNAL 21 B:** Serious nature requiring immediate assistance  
**SIGNAL 21 C:** A real emergency situation, possibly life threatening

#### EMERGENCY RADIO CODES FOR MEDICAL SERVICES:

- A. SIGNAL 21 A: Indicates a minor injury, which is not serious but potentially requires First Aid attention (i.e. nausea, vomiting, heat exhaustion, etc.).
- RESPONSE: The Security officer in the area will be dispatched. Once the first unit arrives and assesses the situation, he or she will advise if additional resources are needed.
- B. SIGNAL 21 B: The incident is reported to be of a serious nature, requiring immediate assistance (i.e. fracture, seizure, etc.).
- RESPONSE: Security officer assigned to that area and a park EMT will respond. Upon arrival, the medic will have authority at the scene and will ascertain if additional resources are required. This will be communicated via radio.
- C. SIGNAL 21 C: This will indicate a potentially severe emergency to include multiple significant injuries and/or possible life-threatening illnesses/injuries (i.e. cardiac arrest, uncontrolled bleeding, or severe head injury).

RESPONSE: Security officers, security Supervisor, EMT/paramedic(s), and Safety/Security Manager. The following people will be notified by dispatch of a SIGNAL 21C:

Director of Safety  
Duty Manager  
Marketing DM

Any departments involved  
General Manager

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## **OUTSIDE AMBULANCE PROCEDURE:**

During park and working hours, outside ambulance requests will be made at the discretion of Safety and/or First Aid personnel. The ambulance responding should be instructed to come to First Aid utilizing established service entries and service roads; they should be reminded to turn off their lights. Safety personnel will ensure that the Manager of Safety and the Park Duty Manager are aware of the transport; the Manager of Safety is responsible for notifying Corporate Risk Management. If a ride was involved the Operations Duty Manager must be advised.

NOTE: When possible, contact the ambulance service directly to request an ambulance transport. In the event this option is unavailable, advise the 911 dispatcher **not** to dispatch fire personnel/first responders to the park as we have EMT's on staff.

The preferred ambulance service for Six Flags New England is Agawam Fire.

The unit responding should be instructed to come Medical Services (enter thru the Security gate) and be reminded to turn off their lights.

The Duty Manager of the Day, Director of Safety, Park President and the Public Relations Department should all be notified.

### **MEDIC: 911**

NOTE: When calling Agawam Fire Department for an ambulance during park operating hours, advise the 911 dispatcher **not** to dispatch first responders to the park. Only send an ambulance since we have EMT's on staff.

**NOTE: Always state the number or approximate number of patients before making the radio call. Example: "Base to 580, you have two SIGNAL 21 A's at the Riverboat cafe."**

## **AMBULANCE PROCEDURES FOR IN HOUSE**

The First Aid Supervisor will notify the Safety/Security Manager whenever the park ambulance will be transporting a patient.

The Safety/Security Manager will determine if a safety investigation will be initiated.

The Safety/Security Manager will then inform the Duty Manager and the Director of Safety that a party has been transported by the park ambulance. Only pertinent non-HIPAA protected information will be discussed. If a ride was involved the Operations person in charge must be advised.